

Maintaining an updated resource library is a rapidly growing necessity for credit union leaders eager to thrive in today's highly competitive, global marketplace. The following index of *Credit Union Management* magazine's articles from the year 2002—categorized by main subject(s)—will help you expand your library of CU-related information.

To locate a specific article, consult this index for the issue month and then refer to your back issues or see ordering information, visit the magazine's Web site at www.cumanagement.org or just read on.

If you are missing an issue of *Credit Union Management*, call 800.252.2664 or 608.271.2664, ext. 3400 or e-mail cues@cues.org or write CUES headquarters at P.O. Box 14167, Madison, WI 53714-0167 to order the issue(s) you're interested in.

Those interested in ordering large quantities of reprints should contact CUES VP/Publications Mary Auestad Arnold at ext. 5302 for ordering details.

ADDITIONAL RESOURCE

If you don't find enough information on the topic you're interested in within the pages of *Credit Union Management* magazine, check out the article archive at www.cumanagement.org. Articles there cover everything from CUES-related news to industry trends, breaking news, technology and management, human resources, and marketing and operations tips. You can also access an online version of this index there.

ALM/Gap Analysis

Lots of Liquidity? Emily Hollis, August

ATMs/Kiosks

Plugged In: ATMs Now and Later. Terry Treadwell, June
Time for New Flavors. Drew Foley, September

Auto Loans

Lending Yesterday, Today and Tomorrow. A. Rex Johnson, June
Clearing up Confusion (0 percent financing). Eileen Courter, October

Bankruptcy

Look Back to Look Ahead. Eileen Courter, March
Pursuing Payment. Eileen Courter, April
Viewpoint: Bankruptcy Not the Issue. Henry Wirz, June

Bill-Pay/Aggregation

No-Aggravation Aggregation. Dianne Molvig, April
Getting Around Roadblocks. Richard H. Gamble, September

Board

Double Checking (policy reviews). Dan Clark, January
Rooted in the Cause (DEF Director of the Year James Likens profile). Georgia L. Beaverson, February
CU Boards Yesterday, Today and Tomorrow. James Likens, March
Debunking the 5 Top Myths of a Digital Economy. George Hofheimer, March
Global Guidance (financial responsibility). George Hofheimer, March
Playing the Field (FOM strategies). Kristin Gilpatrick, April
Taking Flight (spouse travel reimbursement). Stephen A.J. Eisenberg, April
In Committee: Nuts and Bolts Planning (Self-assessment). George Hofheimer, May
Make Your Move (accepting change). Bryan Ochalla, May
Profiling the Perfect 'Chair.' Sharyn Alden, May
'Net Efficiency (e-boardrooms). Karen Bankston, June
Finding the Perfect Fit (board size). Mary Lou Santovec, July
Thinking Ahead. Sharyn Alden, July
Bring it On! (agendas). Sharyn Alden, August

Directing Change (security policies).

Eileen Courter, August
Across Generations (meeting member needs). Theresa Sweeney, September
Facing the Future. Edward T. Blommel, CCD, September
Coming Together (partnerships). Ron Polaniecki, CAE, October
Reaching Out (community involvement). Mary Lou Santovec, November
Time for a Change? (term limits). Jamie Swedberg, November
Moving Right Along (meetings). Bryan Ochalla, December

Board Committees

On Board for Technology. Karen Bankston, February
In Committee: Strength in Numbers. Juliet Bishop, November

Board Evaluations

Assessment Strategies. Eileen Courter, February
In Committee: Nuts and Bolts Planning. George Hofheimer, May

Board Liability

Taking Flight (travel reimbursement). Stephen A.J. Eisenberg, April
Point of Law: Beyond the Ballot Box. Stephen A.J. Eisenberg, October

Board Recruitment

The Great Divide. Sharyn Alden, January
The Board Balancing Act. Jamie Swedberg, September

Board Training

Hit the Books. Geoff Bacino, June
Who's on First? Karen Bankston, October

Business Lending

Testing the Waters. Eileen Courter, July
Ready, Set, Go! Bryan Ochalla, December

Call Centers

Calling for Change. Diane Franklin, June
Connected to the World (call center DRP). Howard Townsend, December

CEO Compensation

Still Riding High. Karen Bankston, July
Take Control. Gene Zumwalt, December

Change

Make Your Move (accepting change). Bryan Ochalla, May
Changed View (looking back on 9-11). Charlene Komar Storey, September

Chartering

Growing to Serve (underserved). Kristin Gilpatrick, March
Breaking Free (secondary capital). Charlene Komar Storey, August

Collections

Pursuing Payment. Eileen Courter, April
Viewpoint: Bankruptcy Not the Issue. Henry Wirz, June

Competitive Strategy

Retail Shop. Ron Polaniecki, CAE, April
Competition Yesterday, Today and Tomorrow. Ken Facer, Robert R. McKenzie and Kyle L. Markland, December

Consumer Lending

More Than Small Change (youth lending). Jamie Swedberg, March
Lending Yesterday, Today and Tomorrow. A. Rex Johnson, June
Viewpoint: Bankruptcy Not the Issue. Henry Wirz, June

Corporate Credit Unions

Growing From Within. Karen Bankston, April

Credit Card Services

Trading Cards (selling portfolios). Bryan Ochalla, October

Credit Scoring

Look Back to Look Ahead. Eileen Courter, March
People, not Predators. Charlene Komar Storey, July

CU Philosophy

Open Memberships Return CUs to Their Roots. Henry Wirz, April

Safe & Sound (NCUA board member profiles). Kristin Gilpatrick, June

Culture

Solutions: Mission Not Impossible.

Russell White, January

Strong Motivation. Mary Gilbert, January

Solutions: Victory Lane. Russell White, September

CUSOs

Unfold the Future (business plans). Charlene Komar Storey, March

Running the Show. Lin Gensing-Pophal, December

Customer Relationship Management

First Hand: The Road Best Contemplated. Gary L. Easterling, January

Data Management Yesterday, Today and Tomorrow. William A. Raker, CCE, September

Debit Card Services

In Your Debit. Karen Bankston, January

Delivery Systems

Service is Service. Mary Arnold, January

Electronic Evolution. Charlene Komar Storey, February

In Step With Members. Karen Bankston, March

Let's Chat (on line). Diane Franklin, March

E-Marketing: Technical Targeting. John Antos, April

Service Delivery—Yesterday, Today and Tomorrow.

Steven P. Williams, April

High Yield (lending systems selection). Karen Bankston, December

Personnel Possibilities. Diane Faulkner, December

Follow the Leader. Eileen Courter, December

Disaster Recovery

Down, But Not Out (protecting data systems).

Charlene Komar Storey, November

Connected to the World (call center DRP). Howard Townsend, December

Employee Benefits

Drowning in Debt (financial counseling).

Lin Gensing-Pophal, April

A Room of One's Own (telecommuting). Jamie Swedberg, April

Employee Issues

Hiring Smart. Debra A. Gannaway, February

Solutions: Employee Conflict. Russell White, June

Looking Within (employee promotion). Lin Gensing-Pophal, August

Exit Interviews. Theresa Sweeney, November

Facilities

Bridge to the Future (technology facility). Betty G. Hobbs, January

Tech-Grown Service (automated branches). Diane Franklin, February

Banking on Expansion (buying bank branches). Bryan Ochalla, May

Facilities Fitness (facility manager's role). Dianne Molvig, June

From the Ground Up (facilities planning). Tom

Lombardo, June

Branching Yesterday, Today and Tomorrow. Paul

Seibert, CMC, August

Well Oiled (shared branching). Kristin Gilpatrick, September

Connected to the World (call center DRP). Howard Townsend, December

Finance

Buy the Book? (buying a bank's 'book of deposits').

Bryan Ochalla, June

Breaking Free (secondary capital). Charlene Komar

Storey, August

Lots of Liquidity? Emily Hollis, August

Forms/Supplies/Office Equipment

Paper Chase (electronic and paper storage). Karen

Bankston, November

Future Trends

Certain Uncertainty. Mary Arnold, January

Management Yesterday, Today and Tomorrow. John Fiore, January

Security—It's a Whole New World. Edmund J.

Pankau, February

CU Boards—Yesterday, Today and Tomorrow. James

Likens, March

Open Memberships Return CUs to Their Roots. By Henry Wirz, April

Service Delivery Yesterday, Today and Tomorrow.

Steven P. Williams, April

Marketing Yesterday, Today and Tomorrow. Carol Humenick, CCE, May

Lending Yesterday, Today and Tomorrow. Rex Johnson, June

Credit Union Management—Yesterday, Today and Tomorrow. Mary Auestad Arnold, July

Branching Yesterday, Today and Tomorrow. Paul Seibert, August

Viewpoint: Moving Forward. Kyle L. Markland, August

Data Management Yesterday, Today and Tomorrow. William A. Raker, CCE, September

Insurance Yesterday, Today and Tomorrow. Mike Braun, October

Convergence Zone. Ron Polaniecki, CAE, November

HR Yesterday, Today and Tomorrow. Diane Faulkner, November

Competition Yesterday, Today and Tomorrow. Ken Facer, Robert R. McKenzie and Kyle L.

Markland, December

General Management

Management Yesterday, Today and Tomorrow. John C. Fiore, January

Growing From Within (corporate credit unions). Karen Bankston, April

First Hand: Fall in Line (creating a member conduct policy). Linda L. Eaton, June

Safe & Sound (NCUA board member profiles). Kristin Gilpatrick, June

Breaking Free (secondary capital). Charlene Komar Storey, August

Maximize Your ROI. Keryn L. Marlatt, CME, & Jennifer Oliver, August

Viewpoint: Moving Forward. Kyle L. Markland,

August

Changed View (looking back on 9-11). Charlene Komar Storey, September

Passing the Torch. Joe Tripalin, September

Cause for Concern? (HR 1151). Charlene Komar Storey, October

Straight to the Top. Dianne Molvig, October

At the Helm. Kristin Gilpatrick, November

Convergence Zone. Ron Polaniecki, CAE, November

Positive I.D. (using behavior analysis tools). Lisa Hochgraf, November

Human Resources

Strong Motivation. Mary Gilbert, January

Voodoo Bonding. Diane Faulkner, January

Hiring Smart. Debra A. Gannaway, February

Shiny, Happy Employees (retention). Theresa Sweeney, March

Drowning in Debt (financial counseling). Lin Gensing-Pophal, April

Organizational Productivity. Janet Johnson, Steven Lipton and Monalu Packard, May

Facilities Fitness (facility manager's role). Dianne Molvig, June

Solutions: Employee Conflict. Russell White, June

A Hand in the Till (employee fraud). Jamie Swedberg, August

Looking Within (employee promotion). Lin Gensing-Pophal, August

Re-Structure (organizational structure). Lin Gensing-Pophal, September

Solutions: Victory Lane. Russell White, September

Exit Interviews. Theresa Sweeney, November

HR Yesterday, Today and Tomorrow. Diane Faulkner, November

More Than Maintenance (career development). Lin Gensing-Pophal, November

A New View (quality management). Jamie Swedberg, December

Personnel Possibilities (delivery systems staffing). Diane Faulkner, December

HR Legal Issues

Ergo Audit. Lin Gensing-Pophal, June

It's the Law. Lin Gensing-Pophal, July

HR Technology

Drawing the Line (Internet policies). Jamie Swedberg, February

Recruiting 'IT.' Mary Lou Santovec, March

A Room of One's Own (telecommuting). Jamie Swedberg, April

Personnel Possibilities (delivery systems staffing). Diane Faulkner, December

Incentives/Pay

A New View (quality management). Jamie Swedberg, December

First Hand: Growing Together. Lynn M. Gregory, CME, September

International Perspectives

Global Guidance. George Hofheimer, March

Internet

E-Marketing: Growing Capabilities. Ray Crouse and Cheryl L. Swaim, February

More Than Money (outsourcing e-commerce). Raj Veeramani, Ph.D., February
Let's Chat (online chat). Diane Franklin, March
E-Marketing: Technical Targeting. John Antos, April
E-Marketing: Interactive Ads. William L. Campbell Jr. and Mary Lynn Stevens, June
E-Marketing: Proof of Savings. Kathryn R. Jett, October
E-Marketing: Siempre Bienvenido. Deborah R. McLean, November
E-Marketing: Online Sign-ups Plus. David Carson, December

Leadership

Management Yesterday, Today and Tomorrow. John C. Fiore, January
People Person (profile of CUES Chairman Wayne Bunker, CCE). Lisa Hochgraf, January
Profiling the Perfect 'Chair.' Sharyn Alden, May
Straight to the Top (motivating your management team). Dianne Molvig, October
At the Helm. Kristin Gilpatrick, November
From All Directions (360-degree appraisals). Lisa Hochgraf, November
Turnaround Specialist (2002 CUES Executive of the Year Gary Base). Diane Franklin, December

Legislation/Regulations

Breaking Free (secondary capital). Charlene Komar Storey, August
Cause for Concern? (HR 1151). Charlene Komar Storey, October

Loan Automation

Automating Lending. Tami Allison, February
High Yield (lending systems selection). Karen Bankston, December

Low Income

Growing to Serve. Kristin Gilpatrick, March

Marketing

Comfort Marketing. Charlene Komar Storey, January
Building a Better Brand. Kevin S. Foster-Keddie, March
In Step With Members (delivery channel marketing). Karen Bankston, March
Marketing—Yesterday, Today and Tomorrow. Carol A. Humenick CCE, May
Re-Named, Re-Charged. Mary Gilbert, May
Make 'Ah Ha' Moments (creativity). Mary Lou Santovec, September
Mighty Marketing (cooperative campaigns). Dianne Molvig, September
E-Marketing: Proof of Savings. Kathryn R. Jett, October
E-Marketing: Siempre Bienvenido. Deborah R. McLean, November
E-Marketing: Online Sign-Ups Plus. David Carson, December

MCIF/Data Mart/Data Mining

Data Management Yesterday, Today and Tomorrow. William A. Raker, CCE, September

Member Service

Service is Service (integrating delivery systems). Mary

Arnold, January
Preemptive Service (personalization). Sara Landolt, June
Across Generations (meeting member needs). Theresa Sweeney, September

Members/People in the News

People Person (profile of CUES Chairman Wayne Bunker, CCE). Lisa Hochgraf, January
The Long View (2002 Technology Executive of the Year Richard Long). Georgia Beaverson, June
Finely Tuned Instrument (CUES Operations Professional of the Year Scott Connelly, CSE) Diane Franklin, July
Positive Perceptions (CUES Marketer of the Year Teresa Y. Freeborn). Diane Franklin, July
Stepping Up (CUES Marketer of the Year Deb McLean). Diane Franklin, July
A Commercial Success (GMA Rookie of the Year Karen Root). Diane Franklin, August
No Question About It (GMA Best of Show GTE FCU). Diane Franklin, August
Turnaround Specialist (2002 CUES Executive of the Year Gary Base). Diane Franklin, December

Mortgage Lending

Lending Yesterday, Today and Tomorrow. A. Rex Johnson, June
Stellar Servicing. Dianne Molvig, November

Newsletters/Publications

Getting Attention. Mary Lou Santovec, April

Performance Appraisals

A New View (quality management). Jamie Swedberg, December
From All Directions (360-degree appraisals). Lisa Hochgraf, November

Personal Finance

Chasing IRA Deposits. Ron Polaniecki, CAE, January

Public Relations

Comfort Marketing. Charlene Komar Storey, January
Going Public Over Privacy. Karen Bankston, August
Investing in Education (financial seminars). Diane Franklin, October

Retail Marketing

Retail Shop. Ron Polaniecki, CAE, April

Security/Risk Management

Security—It's a Whole New World. Edmund J. Pankau, February
First Hand: Fall in Line (member conduct policy). Linda L. Eaton, June
A Hand in the Till (employee fraud). Jamie Swedberg, August
An Easy Score (robbery). Kristin Gilpatrick, August
Directing Change (security policies). Eileen Courter, August
Going Public Over Privacy. Karen Bankston, August
Stealing the Show (robbery). Bryan Ochalla, August
Down, But Not Out (protecting data systems). Charlene Komar Storey, November
Paper Chase (electronic and paper storage). Karen Bankston, November

Strategic Planning

Certain Uncertainty. Mary Arnold, February

Succession Planning

Quench the Thirst (career planning). Sara Landolt, May
Passing the Torch. Joe Tripalin, September
Straight to the Top (motivating your management team). Dianne Molvig, October

Target/Niche Marketing

E-Marketing: Technical Targeting. John Antos, April
Preemptive Service (personalization). Sara Landolt, June
Across Generations. Theresa Sweeney, September
E-Marketing: Siempre Bienvenido. Deborah R. McLean, November
Any Way You Slice It. Diane Franklin, November

Technology

Plugged In: Get Some Satisfaction (core vendors). Terry Treadwell, January
On Board for Technology. Karen Bankston, February
Tech-Grown Service (automated branches). Diane Franklin, February
More Than Money (outsourcing e-commerce). Raj Veeramani, Ph.D., February
Debunking the 5 Top Myths of a Digital Economy. George Hofheimer, March
Plugged In: What's up With Wireless? Terry Treadwell, April
Interface Improvement (core processing). Kristin Gilpatrick, May
Plugged In: Smart Card Still Struggles. Terry Treadwell, May
Ongoing Introductions (vendor relationships). Karen Bankston, May
'Net Efficiency (e-boardrooms). Karen Bankston, June
Plugged In: ATMs Now and Later. Terry Treadwell, June
Time for New Technology? Lisa Hochgraf, June
Mix it Up (outsourcing). Dianne Molvig, July

Training

Quench the Thirst. Sara Landolt, May
New Twists on Training. Jason Boles, July
Stealing the Show (robbery). Bryan Ochalla, August
More Than Maintenance. Lin Gensing-Pophal, November

Volunteerism

Reaching Out (community involvement). Mary Lou Santovec, November

Wealth Management

Chasing IRA Deposits. Ron Polaniecki, CAE, January

Web Design

Measure for Measure. Eileen Courter, January
Electronic Evolution (e-delivery). Charlene Komar Storey, February
Let's Chat (online chat). Diane Franklin, March
E-Marketing: Interactive Ads. William L. Campbell Jr. and Mary Lynn Stevens, June
Time for a Makeover? Mary Gilbert, December